

---

**From:** Elliot Sherman [grossco@usermail.com]  
**Sent:** Friday, February 20, 2009 2:35 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** (no subject)

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello Ms Williams,

My name is Elliot Sherman. I live in North Leverett and am writing to add my voice to the litany of complaints about Verizon.

For decades, we in this community have suffered because Verizon won't replace antiquated lines that run from Rt 63 to Lake Wyola, along North Leverett Road.

A few months ago, the company had the temerity to send a few reps out for an "update" meeting at the Leverett Town Hall.

All they did was pat themselves on the back for bringing DSL to town.

What they had done was to improve service in the sections of town where the wiring was newer, completely ignoring the other parts of our community.

What the rep hadn't bargained for was that the citizenry was well acquainted with what Verizon needed to do in order to upgrade our service.

When asked when North Leverett would be rewired, the rep stated that "she wished she could wave a magic wand" to fix our situation.

What a company.

Thank you,

Elliot Sherman